



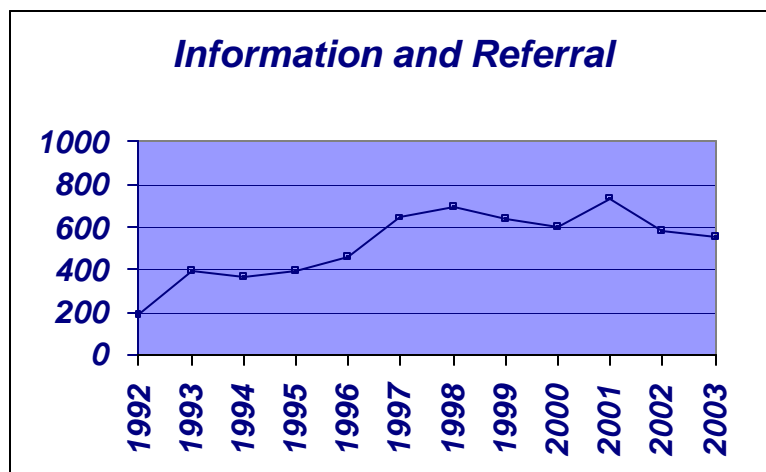
**CLIENT ASSISTANCE PROGRAM
DIVISION OF PERSONS WITH DISABILITIES
DEPARTMENT OF HUMAN RIGHTS
Annual Report - 2003**

The Client Assistance Program (CAP) is mandated in each state in order for that state to receive federal rehabilitation funds. This program is a 100% federally funded formula grant program. In Iowa, the Division of Persons with Disabilities, Department of Human Rights, has been designated by the Governor to operate CAP for the past 12 years. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. In Iowa this includes the Department for the Blind, the Division of Vocational Rehabilitation Services, and the seven centers for independent living. The program operates on the federal fiscal year ending September 30.

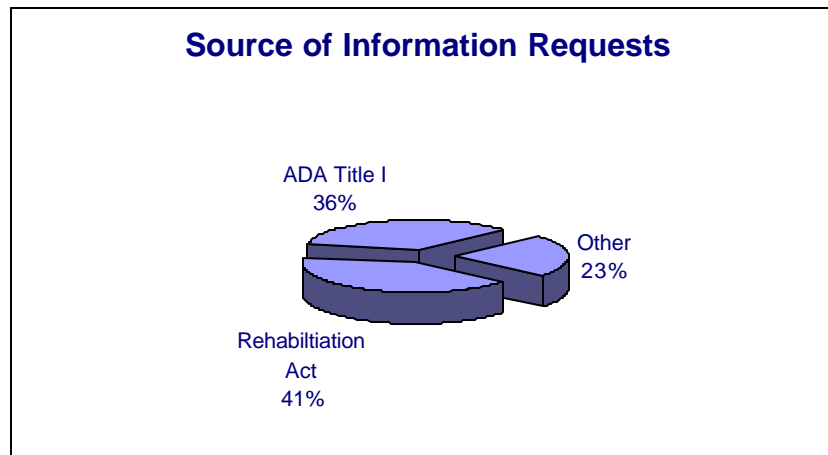
One disability consultant and one half time secretary are assigned to provide CAP services. These services include:

- Advise and inform clients and applicants of all services and benefits available to them through programs authorized under the Rehabilitation Act of 1973 as amended (Act);
- Assist and advocate for clients and applicants in their relationships with programs authorized under the Act; and
- Inform individuals with disabilities in the State of Iowa, especially those who have traditionally been unserved or underserved, of the services available to them under the Act and under Title I of the Americans with Disabilities Act (ADA).

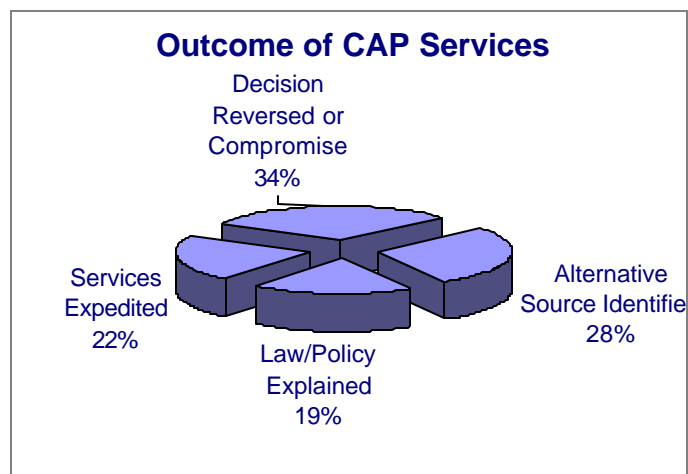
Information and referral services are available to all Iowans. In previous years, requests for these services had grown as people learn of the availability and quality. However, as more individuals use electronic access to CAP information, the number this past two years has dropped considerably. There were 3473 hits on the CAP web pages this year and 3757 last year. Also, 12,119 publications were provided.



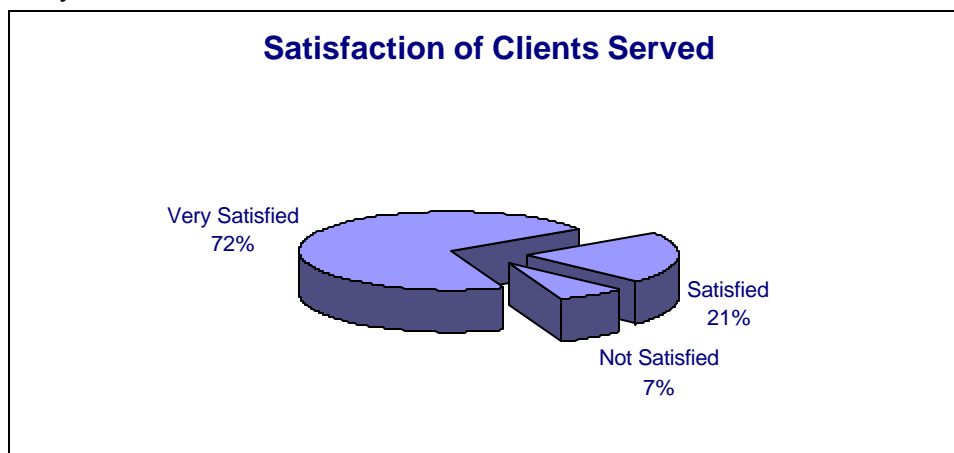
Requests fall into three primary categories. During the past year they were:



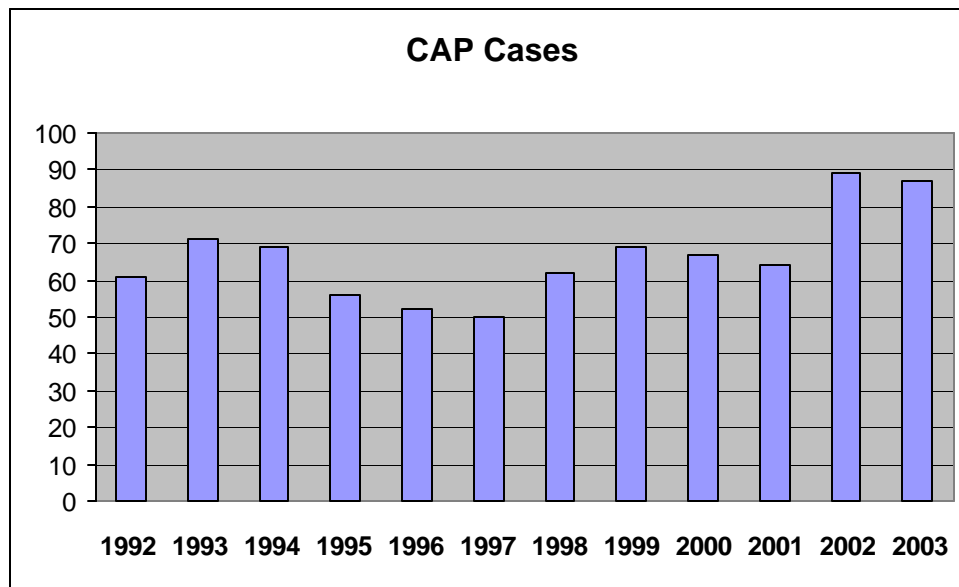
CAP services assist clients of the rehabilitation agencies in resolving problems so their rehabilitation programs can continue and they can move to employment. Results of these services during the year are depicted below.



After services are provided to each individual, they are asked to rate the services they have received from CAP to assist in program improvement. These are the results from the past year.



The level of requests for CAP intervention to assist in working with programs authorized under the Rehabilitation Act had remained fairly constant in the past but did increase the past two years.



If you have questions or need additional specific information, please call Harlietta Helland at 1-800-652-4298 or email her at harlietta.helland@dhr.state.ia.us